ORDER FOR SUPPLIES AND SERVICES

IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution

PAGE 1 OF 1 PAGE(S)

1. DATE OF ORDER	2. ORDER NUMBER	3. CONTRACT NUMBER	4. ACT NUMBER
09/17/2009	GST1109BJ8025	GS00Q09BGD0012	A19612308

FOR GOVERNMENT USE ONLY

5. ACCOUNTING CLASSIFICATION

6. FINANCE DIVISION

FUND	ORG CODE	B/A CODE	O/C CODE	AC	SS	VENDOR NAME
299X	A11VR111	F1	25			
FUNC CODE C01	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT

7. TO: CONTRACTOR *(Name, address and zip code)*

(b) (6)

APPTIS INC
4800 Westfields Blvd
CHANTILLY, VA 20151-2293
United States

(b) (6)

8. TYPE OF ORDER
B. DELIVERY

REFERENCE YOUR

Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.

This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.

C. MODIFICATION NO. 00 TYPE OF MODIFICATION:	AUTHORITY FOR ISSUING

9A. EMPLOYER'S IDENTIFICATION NUMBER 541251160	9B. CHECK, IF APPROP WITHHOLD 20%	Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.

10A. CLASSIFICATION B. Other than Small Business	10B. TYPE OF BUSINESS ORGANIZATION C. Corporation

11. ISSUING OFFICE *(Address, zip code, and telephone no)* GSA Region 11 Reva Hutchinson 301 7th Street, SW Room 6109 Washington DC, DC 20407 United States (202) 708-8100	12. REMITTANCE ADDRESS *(MANDATORY)* APPTIS INC P.O. Box 8500-1686 Philadelphia,PA 19178-1686 United States	13. SHIP TO*(Consignee address, zip code and telephone no)* Marcus Haskell Defense Acquisition University 9820 Belvoir Rd, Bldg 202 Fort Belvoir, VA 22060 United States (b) (6)

14. PLACE OF INSPECTION AND ACCEPTANCE Marcus Haskell Defense Acquisition University 9820 Belvoir Rd, Bldg 202 Fort Belvoir, VA 22060 United States	15. REQUISITION OFFICE *(Name, symbol and telephone no)* Eve A. Goodman GSA Region 11 301 7th Street, SW Washington, DC 20407 United States (b) (6)

16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/16/2010	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

20. SCHEDULE

This task order is in support of the Defense Acquisition University for IT Support Services. The period of performance is for a base year, with four (4) 1-year options. The period of performance for the base year is 09/17/09 through 09/16/10. The total period of performance, if all options are exercised is 09/17/09 through 09/16/12. Incremental funding is provided in the amount of $2,587,139.05 to be allocated in the base year as follows:

Labor (b) (4)
Travel (b) (4)
Alliant GWAC Contract Access Fee (b) (4)

The total ceiling amount for the base year is $8,912,886.

The total ceiling amount for the total task order, if all options are exercised, is $28,455.269.00.

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	Labor - IT Support for DAU	1	job	(b) (4) ███	(b) (4) ███
002	ODCs - TRAVEL		lot	███	███
003	Alliant Contract Access Fee (.0075)		ea.		███

21. RECEIVING OFFICE *(Name, symbol and telephone no)*
Defense Acquisition University, (703) 805-3747

TOTAL From 300-A(s)

22. SHIPPING POINT
Specified in QUOTE

23. GROSS SHIP WT.

GRAND TOTAL **$2,587,139.05**

24. MAIL INVOICE TO: *(Include zip code)*
Finance Operations and Disbursement Branch (BCEB)
299X
PO Box 219434
Kansas City, MO 641219434
United States

25A. FOR INQUIRIES REGARDING PAYMENT CONTACT:
GSA Finance Customer Support

25B. TELEPHONE NO.
816-926-7287

26A. NAME OF CONTRACTING/ORDERING OFFICER *(Type)*
Reva Hutchinson

26B. TELEPHONE NO.
(202) 708-8100

26C. SIGNATURE
Reva Hutchinson 09/17/2009

GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)

C.1 PURPOSE

The Defense Acquisition University (DAU) requires Information Technology (IT) support services for the Acquisition, Technology and Logistics (AT&L) community that accesses DAU systems.

C.2 BACKGROUND

The Defense Acquisition University (DAU), headquartered at Fort Belvoir (Virginia) with regional locations such as San Diego CA, Kettering OH, Huntsville AL, California MD and numerous other satellite campuses, coordinates the Department of Defense (DoD) acquisition education and training program to meet the training and performance support requirements of more than 135,000 military and civilian personnel serving in acquisition positions worldwide. Through its dispersed campus, the DAU sponsors acquisition curriculum and instructor training to provide a full range of basic, intermediate, and advanced courses to support the career goals and professional development of the acquisition workforce. Information technology (IT) supports DAU in meeting its mission. DAU's Performance Learning Model (PLM) is the core to which DAU seeks to integrate and operate as a seamless organization providing the acquisition workforce with their lifetime learning and performance support needs. Proposed changes to the PLM are anticipated as DAU continues to move forward in providing unparalleled support to the war-fighting workforce.

C.3 AGENCY MISSION

Defense Acquisition University (DAU) coordinates the Department of Defense (DoD) acquisition education and training program to meet training and performance support requirements for personnel serving in acquisition positions worldwide. DAU requires a broad range of IT support and operational services to manage Network Operations, Information Assurance, Help Desk, and Call Center Support, Software Development and Web Support, Telecommunications support, Video Service support and Program Management

C.4 CURRENT ENVIRONMENT

C.4.1 Description of DAU systems

The following is a current estimate, it is not all inclusive.

Network Hardware	*Server Hardware*	*Desktop Hardware*
Cisco PIX	SUN Servers	Dell OptiPlex and Precision workstations
Cisco ASAs	Dell Servers	Dell Latitude and Precision laptops
Cisco Routers		Fujitsu Tablet PCs

Cisco Switches		Macintosh notebooks
Cisco IPS		Blackberry Handhelds
Cisco MARS		Apple iTouch
Cisco VPNCs		Verizon PTT devices
Cisco Access Gateways		
F5 GTM/LTM		
NetAPP FAS		
Polycom RMX		
Spectra Logic Tape Library		
SourceFire IPS		
Riverbed Steelhead		
Aruba Wireless controllers		
Paragon KVM devices		

C.4.2 Software

Enterprise software includes but is not limited to the following list:

Microsoft Office 2003/2007	Microsoft Project 2003/2007	Microsoft Visio 2003/2007
Microsoft Exchange	Microsoft SMS/Configuration Manager	Microsoft Communications Server
Microsoft SharePoint Server and MOSS	Microsoft SQL Server 2000/2005/2008	Microsoft ISA Server
Microsoft Desktop Search	Blackberry Enterprise Server	Symantec AV for Exchange Server
SourceForge	AdminStudio	Oracle 10G
AtlasPro	Blackboard	Citrix XenApp server
Cisco VPN Client	VMWare	Secure CRT/Secure FX
VShell SFTP	Lectora 2008	Business Objects
eMTS	iVantage HRMS	Sirsi Workflow
SPSS	PureEdge Viewer	MindManager
WebSurveyor	Cognos BI	Informatica PowerAnalyzer
Adobe Acrobat	Adobe Connect	Adobe PhotoShop
Adobe Captivate	Adobe Flash	Crystal Reports
TriZenter	CA ServiceDesk	Google Search Appliance
HP LoadRunner	Hyena	NEWT Professional
ACEIT	CARS	COBRA
CS Glue for Project	Extensis Suitcase	Ezquant
Flexsim	IEVMC	Franklin Covey Plan Plus
JRATs	LogPars	LOGSIM
MindRover	Minitab	Palisades
PCS	RESUMP	REVIC
RoboLab	SoftEST	Steelray

Statistica	Snag-IT	Juniper Odyssey
Winsight	Ghost	Universal Image Utility
WikiPoint	WinRAR	XYplorer
CCMIS	Deep Freeze	Credant
Lyris Listserv	Primal Script SolarWinds Orion	CiscoWorks
Cisco ACS	SyncSort Backup Express	Symantec/Veritas Backup Exec
Camtasia Studio	DWG TrueView	UltraEdit
TrackIT	Strohl LDRPS and Notifind	WebTrends
Convera Retrievalware	Storactive Live Backup	SumTotal LCMS
IDentiPASS Access Control	Appian BPM	BizFlow
Polycom Conference Composer	Qumu Enterprise	Qumu Capture Studio
GroupSystems ThinkTank		

Operating Systems	*IA tools*
Solaris 10	Websense
Linux Redhat AS 4.x	HP AMP/WebInspect
Windows 2003	HBSS
Windows 2008	ISS
Windows XP	Retina
MAC OS X/Leopard	Patchlink
	SMS
	Tumbleweed
	ActiveClient
	Wireshark
	Cisco MARs
	Borderware
	Active Administrator
	Kiwi Syslog

C.4.3 Video

Video Tech Hardware	Video Tech Software	Video Production Hardware	Video Production Software
AMX Controller	Netlinx Studio	Audio mixing consoles (Soundcraft, Mackie)	Adobe Photoshop
AMX Touch Panel	Touch Panel Design 4	DBX processors	Final Cut Pro
AMX VGA Switchers	Conference Composer	Marantz audio recording decks	Avid
AMX PosiTrack Pilot Camera System	AMX Netlink Studio	ETC lighting console	MPI webcasting suite

Video Tech Hardware	Video Tech Software	Video Production Hardware	Video Production Software
Blonder Tongue Modulators / Demodulators	AMX Visual Architect	Lowel Photography lighting kits	PresentaPro
Christie Projector	SmartBoard	Canon HDV and Sony DVC cameras	Microsoft Producer
Crown Audio Amplifier		EchoLab and Grass Valley seamless video switchers	Video Commander (audio/video routing)
Draper Screen		Rave video capture / duplication systems	Adobe Audition
Extron Switchers		Teleprompting hardware/software	DVD Studio Pro
Extron DA		Shure and Sony microphone kits wired and wireless	Adobe Encore
Polycom VTC Codec		Azden microphones w/ Anton Bauer battery packs	Windows Media Encoder
Polycom Vortex			
Shure Mic Mixer / Digital Equalizer / Wireless receivers			
Sony DVD Player			
SurgeX Power Conditioners / Sequencers			
Tandberg VTC Codec			
Polycom RPX 418 Suite			

C.5 SCOPE

C.5.1 Customers

The customer community of this SOW/PWS includes all users supported by DAU. This community includes faculty, staff, and students currently consisting of over **150,000** personnel both onsite and remote. The contractor shall provide technical support to approximately **650** workstations.

C.5.2 Services Provided

This task order is for a broad range of IT Support Services in support of the Defense Acquisition University and the AT&L community at large. This effort will support training as well as budgeting, management, and planning, activities for the DAU and AT&L. The support required will include Network operational support (design, implementation, and evaluation), Help Desk support (DAU Internal and for the AT&L community accessing DAU systems), Video support (development, deliver and management of infrastructure), Telecommunications support (legacy and emerging technologies), Software/Web Development (COTs and GOTs), Program and Data Analysis. Support is required for all DAU locations to include DAU regional sites.

C.6 OBJECTIVE

This task is intended to provide a broad range of IT and operational services to DAU. DAU requires support in the operation and maintenance of a Non-secure Internet Protocol Router Network (NIPRNET), commercial network and also support of workstations with connectivity to the Secure Internet Protocol Router Network (SIPRNET) infrastructure. DAU requires support for Customer Service/Help Desk activities associated with workstation hardware, system software and data/voice communications and on-line courses. DAU requires support and planning for all network and video infrastructure as well as assisting with Telecommunications design and implementations, such as VoIP and TelePresence. DAU also requires evaluation and support for future changing mission requirements that may impact the DAU IT program. The contractor may be tasked to perform special studies under this task order in support of the DAU IT program.

C.6.1   DAU REQUIRES CONTRACTOR SUPPORT IN THE FOLLOWING AREAS:

    a) Network Operations
    b) Information Assurance
    c) Help Desk/Call Center Support
    d) Telecommunications
    e) Software/Web Development and Application support
    f) Video Services support
    g) Project management support, reporting, and consultation

C.6.2   The contractor shall operate, maintain, and assist in improving the DAU network, video, and Telecommunications infrastructure in accordance with DAU guidance.

C.6.3   The contractor shall provide operational support for all current and future DAU locations to include:

- Operating, maintaining, monitoring, and tuning the DAU Network infrastructure in support of DAU daily business operations as well as external facing systems such as DAU's Learning Management System

- Provide Information assurance support to include design, installation, maintenance and monitoring of systems as well as remediation and documentation of security related incidents, policies and procedures

- Man and operate a student support desk to provide assistance to users enrolled in DAU distance learning and continuous learning courses on the DAU LMS (AtlasPro) and Blackboard systems

- Man an onsite support desk to provide Tier 1 thru Tier 3 IT support to DAU Faculty and Staff

- Man a Network support and security team to include Tier 3 and Tier 4 support activities

- Assist in the management of the DAU Telecommunications environment to include recommendations, design and installation of forward looking technologies such as VOIP and TelePresence

- Develop and maintain a variety of web applications such as the DAU Homepage, DAU Intranet, Student Registration system (STARS), Online Catalog, etc…

- Operate and maintain DAU's video delivery infrastructure in support of both online (DL) and resident courses. Also provide support for other DAU video systems such as VTC units and projection systems in classroom/meeting rooms and video production activities

- Provide Data Analysis and office automation of systems such as DAU's HRMS, Data Warehouse, and Budget tools

Work with DAU Staff and other support contractors to continually improve the services that are provided to the AT&L community

C.7 TASKS

This performance-based work statement defines the requirements and acceptable performance levels necessary to support the Government. The contractor shall provide IT support services to DAU in the following task areas. These requirements are performance-based with Government-defined acceptable performance levels:

Tasks 1 through 7 describe the support to be provided for task order year one through three respectively. A transition task for transition – in and transition – out are also included for the base and last year of the task order.

- Task 1 – Program Management Support CLINs 0001, 1001, 2001
  Subtask 1.1 - Project Management Plan

  Subtask 1.2 – Quarterly Task Order Management Report

  Subtask 1.3 – Monthly Status Report

  Subtask 1.4 – Quality Assurance

  Subtask 1.5 – Section 508 Product Accessibility Report

  Subtask 1.6 – Monthly Financial Reports

  Subtask 1.7 – White Papers and Briefings

  Subtask 1.8 – Special Studies and Assessment Support

- Task 2 – Network Operations CLINs 0002, 1002, 2002
  Subtask 2.1 – Network and Security Services

  Subtask 2.2 - WAN/LAN/WLAN Infrastructure Engineering Requirements

  Subtask 2.3 - Document New Network Engineering Designs and Server Administration
     Requirements

  Subtask 2.4 – Electronic Mail Administration

  Subtask 2.5 – Network Security Management

  Subtask 2.6 – Data Backup and Recovery Requirements

  Subtask 2.7 – HRMS Application Support

- Task 3 – Information Assurance CLINs 0003, 1003, 2003
  Subtask 3.1 – Security Incident Response

  Subtask 3.2 – Vulnerability Scanning

  Subtask 3.3 – Policies and Compliance

  Subtask 3.4 – IA System Administration and Management

  Subtask 3.5 – Accreditation

  Subtask 3.6 – Continuity of Operations (COOP) and Backup

  Subtask 3.7 – Data Security

- Task 4 – Helpdesk/Call Center Support CLINs 0004, 1004, 2004
  Subtask 4.1 – Tier 1, 2, 3, and 4 Support

  Subtask 4.2 – Hardware Installation

- Task 5 – Telecommunications Support CLINs 0005, 1005, 2005

- Task 6 – Software and Web Development Support CLINs 0006, 1006, 2006

- Task 7 – Video Service Support CLINs 0007, 1007, 2007
  Subtask 7.1 - Production Support

  Subtask 7.2 – Video Production

  Subtask 7.3 – Video Editing

  Subtask 7.4 – Still Photography

Subtask 7.5 – Customer Service

Subtask 7.6 – Technical Support

- Task 8 – Transition Services CLINs 0008, 2008

C.8 TASKS

Performance Requirements are applicable to the Base Year and each Option Year.

The contractor will provide the following support for all tasks: planning and analytical support and assistance in the development, implementation, and institutionalization of Transformation Strategy to address multidimensional changes throughout each applicable organization.   This support includes developing transformation roadmaps, designing and standing up transformation program management functions, and supporting program management activities.

C.8.1 TASK 1 – PROGRAM MANAGEMENT SUPPORT CLINS 0001, 1001, 2001

The contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this task order.

C.8.1.1 KICK-OFF MEETING

The contractor shall participate in a Government-scheduled, Kick-Off Meeting after task order award. Key prime contractor and any subcontractor personnel shall participate in the Kick-Off Meeting. The purpose of this Kick-Off Meeting is to (1) aid both the Government and contractor personnel in achieving a clear and mutual understanding of all requirements, and (2) identify and resolve potential problems. The contractor shall be prepared to discuss any issues requiring clarification and gather information necessary for the Project Management Plan and Transition Plan.

The Kick-Off Meeting shall include, but not be limited to, the following topics:

- Program Review
- Existing and Planned Applications and Technical Initiatives
- Personnel and Physical Security Issues

The Government and contractor will schedule the Kick-Off Meeting within 7 days after task order award. The contractor shall begin preparation of the Updated Transition Plan immediately following successful completion of the Kick-Off Meeting.

C.8.1.2 PROJECT MANAGEMENT PLAN

The contractor shall develop and maintain, throughout the task order period of performance, a Project Management Plan (PMP) that shall be used as a foundation for information and resource management planning. The contractor shall deliver the PMP to the Government within 15 work days after Task Order award.

The PMP shall include, but not be limited to, the following:

- Status of current and planned tasks and subtasks
- Base schedule overlaid with actual schedules, for each task
- Project Organization
- Project Transition Processes and Schedule
- Work Breakdown Structure (WBS)
- Process Management and Control
- Overall Organizational Structure
- Project Responsibilities to include process flowcharts for all major tasks
- Task dependencies and interrelationships
- Contractor personnel assignments and duration (Staffing Plan)
- Deliverables (draft, interim, final, etc.),
- Contingency Plans (where appropriate),
- Contractor travel information
- Quality Control plan
- Risk Management plan
- Subcontract Management (organization of personnel, software and hardware)
- Monitoring mechanisms including Program Metrics
- Automated Tools, Techniques, and Methods

The contractor shall keep the PMP up-to-date, be accessible electronically at any time, and be prepared to brief any PMP content to the Government at short notice (within 24 hours). The PMP shall be used as a foundation for the Status Report.

C.8.1.3 QUARTERLY TASK ORDER MANAGEMENT REPORT

The contractor shall provide complete program management support that will fully integrate, manage, control, and document all phases of the task order requirements. The contractor shall be the focal point for all issues in this program and shall keep the Government fully informed both verbally and in writing. The contractor shall develop and deliver draft and final versions of the Quarterly Task Order Management Report (QTOMR). The contractor shall revise the QTOMR as changes in the task order management process occur and as new work is required throughout the life of the task order. The changes will occur quarterly. This document will be used by the Government as a project management tool and so it must be kept current throughout the life of the task order. As changes in the management process occur and are noted in the Monthly Status Report (MSR) (see below), the contractor shall also correspondingly make changes to the

contents of the QTOMR and deliver those changes to the Government with the MSR. The contractor shall base the draft of the QTOMR on the technical and management approach supplied with the technical proposal submitted in response to this TOR. This plan shall include:

- All technical activities (including documentation development) identified and organized in a Work Breakdown Structure (WBS) at a level of detail sufficient for the contractor to manage the work.
- All standards followed in support of these requirements.
- A GANTT chart which contains activities and milestones pertinent to the contractor's completion of the technical activities.
- Description and expected result of each WBS level or milestone in the Task Order Management Plan.
- An estimate of the duration and level of effort (by labor category) for all elements of the WBS.
- A matrix of all deliverables, the version/release, and planned delivery dates.
- A matrix of all personnel assigned to the program and total aggregate level of effort for all tasks.

C.8.1.4 MONTHLY STATUS REPORTING

The contractor shall provide a Monthly Status Report (MSR) that is due by the close of business (COB) of the 10th workday of each month. This report shall analyze the current task order and provide task order accounting information. The monthly status report shall include, but is not limited to, the following elements:

- A summary of work performed by task area for the reporting period
- Milestones and update against tasks/activities
- Progress toward open efforts
- New work requested by users
- Updates to the QTOMR
- Task order rate
- Total billed hours
- Burdened cost
- Items purchased for the Government
- Travel costs
- Matrix of Actual hours vs. planned with variances and an explanation of
- Significant variances for current period and actual vs. planned hours cumulative to date
- Performance and contractual issues that require management attention
- A table of deliverable products including the deliverable item name, the projected delivery date, and the actual delivery date.

The contractor shall also provide a rolled-up summary of the task order to date. The contractor shall also reconcile within the monthly report the above contractor-provided information with each invoice such that they can be matched month by month.

C.8.1.5 QUALITY ASSURANCE

The contractor shall institute and maintain a capability to ensure the quality of the products and services required under this task order. The contractor shall apply industry standards and best practices. Quality assurance practices in program management to include, at a minimum, identification of quality control factors and processes, evaluation methods, earned value, and process improvement.

The contractor shall prepare a Quality Control Plan (QCP) and perform quality control functions in accordance with the Plan. The contractor shall deliver quality control reports as described in the government-approved QCP. The QCP may be modified as the project progresses by coordinated approval of the contractor and the government.

C.8.1.6 SECTION 508 PRODUCT ACCESSIBILITY REPORT

For all EIT products and/or services supported under this task order, the Contractor shall analyze and present to the Government in a Product Accessibility Report that documents the potential accessibility challenges presented by the product and recommendations for solving them. The Contractor shall use the Product Accessibility Template (Appendix C) as the basis for the report in order to assess any potential accessibility impact, determine which commercial-off-the-shelf (COTS) products could be used to solve the particular accessibility challenges, and provide a recommended solution to remedy any potential accessibility difficulties to the Government for approval.

C.8.1.7 MONTHLY FINANCIAL REPORTS (MFRs)

The contractor shall deliver MFRs IAW Section F.5.1 (DELIVERY SCHEDULE) of this document. Format and content of the MFRs shall be as described below. The government will provide a specific format after the task order is awarded and before the first report is required. A summary table shall include the following data elements:

- Contractors Name
- Contract Name
- Contract Title
- Task Order Title
- Task Order Number
- Period of Performance data
- Total Contract and Amendment cost data
- By reporting period, labor dollars
- By reporting period, labor hours
- Labor dollars/hours data shall be given for all tasks on the task order and for each task

Funds and Labor Hours Expenditure Line Graphs shall be prepared by covering the entire period of performance. The graphs shall include cumulative planned labor dollars (hours) lines

expenditure lines to the total order cost (hours) [solid line]; monthly updated cumulative actual labor dollar (hour) lines [solid line]; projected labor dollars (hours) expenditure lines to your estimated total labor costs (hours) at the completion [dashed lines]. Projected overages or shortfalls shall be highlighted.

The intent is to provide a document that presents the financial information in a format organized to assist the appropriate managerial levels to quickly view data that is relevant to their interests.

C.8.1.8 WHITE PAPERS AND BRIEFINGS

The Government is interested in remaining current and knowledgeable in the latest industry trends that affect the infrastructure provided to their customers. (Frequency varies with industry/market cycles and DAU management initiatives, but is usually every year or two.) When requested, the contractor shall provide White Papers and Briefings to DAU management that provides the following:

    a)   The latest industry trends in the functional areas supported under this task order. The contractor shall provide suggestions for change to the operation and configuration of the infrastructure environment, as appropriate and as required, that will ensure that DAU remains current, efficient, and effective and so that the users continue to receive a high level of quality support.

    b)   Research and identification of system requirements and recommendations of technology solutions to DAU

    c)   Research and investigation of new technologies and their possible use with DAU systems. Services shall include ongoing evaluation of current technology, platforms, and operations to seek improvement and optimal DAU business processes. The contractor shall identify and recommend best practices and best technology for DAU needs and responsibilities.

Where functional or performance problems appear the contractor shall provide DAU with technology evaluations regarding specific issues such as areas of possible cost savings or state of art IT approaches that would improve performance or reduce costs. The contractor shall evaluate system performance in conjunction with communications and application performance. The contractor shall work with application developers and COTs/GOTs vendors to analyze the performance of DAU-developed applications, to include determining effects on server and network capacity as applications are deployed.

C.8.1.9 SPECIAL STUDIES AND ASSESSMENT SUPPORT

As part of its effort to improve University operations, DAU is working to identify the characteristics that define a successful corporate university. To succeed in this effort, DAU may require the contractor to assist in identifying industry best practices and technology trends that can be utilized within DAU. Once identified, the contractor shall assist DAU staff in developing

methods for implementing those best practices having the potential to improve the University.

C.8.2 Task 2 – Network Operations CLINs 0002, 1002, 2002

The contractor shall operate the DAU Network on a 24 hour by 7 day operation; On-site support will be provided during DAU's core business hours (minimum 8 hours per day M-F) with response to critical outages as required on a 24x7 basis. Network and Security Services includes all network operations, technical planning, and engineering solutions for all of the DAU and their enterprise architecture. This includes the following areas of responsibility:

- Network Infrastructure
- System Administration
- Security (Information Assurance)

These teams perform key network support activities, including Configuration Management and Engineering support, maintenance and configuration of routers, switches, cabling, VoIP, server management, software updates, creating and maintaining workstation images, management of user accounts, email administration and ensuring data integrity, availability, and disaster recovery. They also assist in the planning and deployment of new hardware/software systems to the Defense Acquisition University. In addition, these personnel perform network systems security administration to include management of firewalls, Intrusion Prevention/Detection (host based/enterprise based), VPN connectivity, and security input for other DAU network and desktop systems. The DAU Information Assurance Security Officer (IASO) participates in planning and developing existing and future security requirements/implementations for DAU. The DAU IASO retains final configuration control of all Security Systems.

C.8.2.1 Subtask 2.1 – Network and Security Services

Network and Security Operations Center (NSOC) is also responsible for the technical planning, engineering, installation, and configuration, operations and maintenance of the Wide Area/Local Area Networks (WAN/LAN/WLAN) infrastructure equipment, servers, and network security. The contractor shall provide at a minimum the following network services functions:

a) WAN/LAN/WLAN Infrastructure Engineering
b) WAN/LAN/WLAN Infrastructure Installation, Configuration and Maintenance
c) Server Administration
d) Electronic Mail Administration
e) Network Security Management (in coordination with the DAU IASO and DoD STIG requirements)
f) Control Network device access
g) Data Backup and Recovery
h) Workstation and Server Image creation and Configuration Management and control
i) Software Deployment and Installation (to include updates and patches)
j) Cabling Support
k) User Interaction
l) Data Archiving

C.8.2.2 Subtask 2.2 - WAN/LAN/WLAN Infrastructure Engineering Requirements

The contractor shall perform Network Engineering tasks to include:

a) Design networks to support current and future DAU locations
b) Maintain existing WAN/LAN/WLAN infrastructure to support new requirements
c) Manage subnets to maximize performance and utilization
d) Ensure all systems are patched in compliance with DAU directives and requirements
e) Document engineering modifications to existing network designs

C.8.2.3 Subtask 2.3 - Document New Network Engineering Designs and Server Administration Requirements

a) Research and recommend server hardware
b) Install, maintain and/or upgrade server hardware
c) Install, configure, and secure operating systems and their components
d) Perform operating systems software upgrades
e) Install service packs as required or in accordance with industry best practices
f) Install, maintain and configure applications software
g) Troubleshoot server problems
h) Control server access
i) Create and maintain user accounts
j) Monitor server performance
k) Monitor server logs
l) Monitor disk space utilization
m)   Maintain server file system
n) Create and maintain documentation of new server configurations
o) Configure servers per DOD and DAU policies and guidelines to include STIGs

C.8.2.4 Subtask 2.4 – Electronic Mail Administration

The contractor shall perform Electronic Mail Administration to include:

a) Configure enterprise mail systems hardware and software that make up the current and future email operations of DAU.
b) Create accounts
c) Monitor and optimize system performance
d) Perform electronic mail system software upgrades
e) Troubleshooting mail system problems
f) Maintain documentation of electronic mail system modifications when modified
g) Ensure that the regional sites (current and future) maintain a high-availability email capability
h) Manage SPAM and Antivirus software to secure the DAU email environment

C.8.2.5 Subtask 2.5 – Network Security Management

The contractor shall assist the Information Assurance Security Officer (IASO) when requested in the areas of:

C.8.2.5.1 Managing the Enterprise Firewalls

   a)   Installation, configuration, upgrading and maintenance of hardware

   b)   Performing operating system upgrades

   c)   Installing security patches

   d)   Monitoring all network traffic passing through the firewall

   e)   Enforcing/updating security policies as needed

   f)   Troubleshooting system problems

   g)   Maintaining electronic/hard copy documentation of configuration

C.8.2.5.2 Management of the enterprise Intrusion Prevention/Detection Systems (IPS/IDS)

   a)   Planning, Installation, configuration, upgrading and maintenance of hardware

   b)   Manage Host Base Security System (HBSS)

   c)   Ensure HBSS system is configured and monitored based on DISA policies.

   d)   Perform operating system upgrades

   e)   Install security patches

   f)   Monitor the internal and external IDS systems

   g)   Troubleshoot system problems

   h)   Maintain electronic/hard copy documentation of configuration

C.8.2.5.3 Manage the enterprise Virtual Private Networks (VPN)

   a)   Design, Installation, configuration, upgrading and maintenance of hardware

   b)   Perform operating system upgrades

   c)   Secure devices to include updating security patches in compliance with DAU IA requirements

   d)   Monitor and troubleshoot Virtual Private Network connections

C.8.2.5.4 Security Policy Adherence

Ensure that new equipment/servers being installed on the network meet outlined security policies.

C.8.2.5.5 Vulnerability Management

Upon notification from the IASO, take the necessary actions to improve the overall security stance of systems identified as vulnerable during a vulnerability assessment.

C.8.2.5.6 Virus and Intrusion

Identify, analyze and mitigate potential exposure due to attacks and viruses

C.8.2.6 Subtask 2.12 – Data Backup and Recovery Requirements

The contractor shall perform all data backup and recovery tasks to include offsite backups for systems that are identified for COOP. When requested, the contractor shall be able to reconstruct Server based data within 4 hours during normal business hours, and 8 hours all other times.

C.8.2.7 Subtask 2.13 – HRMS Application Support

a) Maintain demographic data and employment information
b) Test new functions of the database (e.g. IDP Testing)
c) Generate reports
d) Create and maintain system documentation and correspondence
e) Maintaining hardware and software to include installation of vendor patches and security updates
f) Securing HRMS application, user accounts and back end databases in compliance with DoD policies and DAU directives
g) Sever as technical POC with HRMS vendor
h) Troubleshoot and resolve escalated issues with connectivity, website, server hardware, server OS and HRMS Software

C.8.3 Task 3 – Information Assurance CLINs 0003, 1003, 2003

C.8.3.1 Subtask 3.1 – Security Incident Response

The contractor shall work with the Government IA team members, network support and other system administrators to monitor the DAU Network and associated systems for security related incidents evaluate current threats and provide remediation and reporting for any identified incidents. In addition the contractor will make recommendations on ways to continually enhance DAU's security posture thru the use of new technologies policy changes and other methods.

C.8.3.2 Subtask 3.2 – Vulnerability Scanning

The contractor will use DOD/DAU provided tools such as but not limited to Retina, Patchlink, Web Inspect to continually assess the security of the DAU Network and all connected systems as well as evaluating new systems for vulnerabilities prior to authorize connection to the DAU Network and the NIPRNet.

C.8.3.3 Subtask 3.3 – Policies and Compliance

The contractor will assist the DAU IASO in the following areas related to Policies and Compliance:
   a) Review of specific policies from DOD, JTF, DISA and others as required and making the required system changes to support all orders as directed by the IASO
   b) Drafting, review and enforcement of DAU specific policies
   c) DOD STIG reviews and implementation
   d) New software evaluations and approval for compliance with DOD and DAU policies
   e) IAVA compliance
   f) VMS reporting

C.8.3.4 Subtask 3.4 – IA System Administration and Management

The contractor will assist the DAU Government IA team and IASO with the evaluation, implementation and management of current and future IA Systems, some of these systems include but are not limited to:

   a) Network Intrusion Detection/Prevention Systems – Firewalls, IPS devices and Wireless IPS
   b) HBSS - Setup, management, review, monitoring and remediation of detected events
   c) Anti-virus for workstations and servers – Installation, updating and remediation of any events
   d) Data at Rest (DAR) – evaluation, installation and management
   e) Crypto Login – CAC authentication tools such as Tumbleweed
   f) Web filtering technologies

C.8.3.5 Subtask 3.5 – Accreditation

The contractor shall assist the DAU Government IA team and IASO in providing documentation and other info to maintain DAU's network accreditation. This will include assisting with implementation of systems such as Xacta in order to provide a standard accreditation package to DISA.

C.8.3.6 Subtask 3.6 – Continuity of Operations (COOP) and Backup

The contractor will assist with the planning, design and implementation for the DAU COOP site and associated data backups and replication to the COOP site. Once the COOP site is operational, the contractor will assist in supporting the operation and periodic failover testing. In addition the contractor will assist in the management of the COOP planning and notification system in accordance with guidance from DAU.

C.8.3.7 Subtask 3.7 – Data Security

DAU must ensure that its networks meet DoD security requirements, as well as site-specific requirements found at individual campus host locations. As such, the contractor shall assist Government staff, as required in developing security documentation to ensure DAU continues to maintain network accreditation. Potential tasks related to this security requirement include development of risk assessments and performance of network penetration tests. Because of the sensitive nature of much of its data (e.g., student records), DAU must ensure that data is stored in a secure network environment. To ensure that adequate levels of protection are maintained, the contractor may be requested to provide DAU with guidance in protecting its IT resources. The contractor shall work with Government staff to identify, evaluate, and recommend potential security solutions to protect DAU data and network communications.

C.8.4 Task 4 – Helpdesk/Call Center Support CLINs 0004, 1004, 2004

C.8.4.1 Subtask 4.1 – Tier 1, 2, 3, and 4 Support

The DAU's Call Center (Information Systems Service Center) has primary responsibility within the DAU community to provide support and maintenance of end user operations. Help desk support for DAU personnel and external customers and students is provided 12X5 (M-F 0600-1800 EST for manned services) through a variety of methods to include telephone assistance, email correspondence, direct customer contact, and on site visits.

The contractor shall provide integrated support with the Help Desk. The Help Desk team (HDT) provides tier 1, tier 2, tier 3 and tier 4 problem resolutions:

    a) Tier 1 - help desk first line telephone support
    b) Tier 2 - user support technician visits customer location
    c) Tier 3 - requires escalation of the issue to higher level technicians
    d) Tier 4 – a device cannot be fixed on-site is called in for warranty repair

The majority of DAU Call Center help desk support is provided to students within the Atlas system. DAU's Call Center (DAU Help) has primary responsibility within the AT&L community to provide technical support of all courses offered at the DAU (student user base 150,000+). Call Center support for AT&L students is provided 18X5 (M-F 0600- Midnight EST for manned services) through a variety of methods to include telephone assistance and email correspondence.

The contractor shall provide integrated support with the Help Desk. The Help Desk team (HDT) provides tier 1, tier 2, and tier 3 problem resolutions:

    a) Tier 1 – call center first line telephone and email support
    b) Tier 2 - requires escalation of the issue to higher level technicians
    c) Tier 3 – escalation to the network team

The DAU Help Desk has serviced the following amounts and type of service call requests:

C.8.4.1.1.1 Normal IT/Help Desk related calls (6 Month period)

DAU Systems (eMTS, ect.)	1,356
Distance Learning (Atlas, Blackboard, CLC)	60,000
Knowledge Management (AKSS,ACC)	1,000
Onsite Operational Support	12,500
TOTAL CALLS	74,856

C.8.4.1.1.2 Help Desk Requirements

The Help Desk receives calls on standard office automation tools, hardware and network problems, access and security problems, remote access issues, on-line related training issues and problems with applications. The contractor shall troubleshoot office automation problems and standard WAN/LAN/WLAN problems. The contractor shall analyze Help Desk performance to improve response time, streamline operations, develop improved performance measures, and identify and report root causes of systematic problems in an attempt to reduce future calls.

The contractor shall:

a) Respond to and track user inquires about system operation
b) Address software and hardware problems
c) Apply knowledge of installation and configuration of PC based computer hardware including: modems, LAN/WLAN cards, CD ROM drives, hard drives, PCMCIA cards
d) Diagnose and resolve computer related problems
e) Use hand tools such as wire cutters, strippers, screwdrivers, hammers, wrenches
f) Answer questions about/handle problem relating to Microsoft Windows workstation platforms, and Microsoft Windows, Solaris, and Linux Server Operating Systems
g) Answer questions about/handle problem relating to software to include, but not limited to the Microsoft Office Suite, MS Exchange, Form Flow, Symantec Antivirus products, Internet Explorer, Netscape, Adobe, etc.
h) Field/prepare and install new hardware, i.e. PC's, MACs and peripherals
i) Provide technical assistance to high-visibility projects and tasks as requested
j) Maintain Information Systems Intranet Web-Page (IT Central)
k) Research potential new hardware/software capabilities when requested
l) Perform software upgrades on supported platforms
m) Configure DAU Laptops
n) Receive and log customer calls via telephone, voice, walk-in and electronic mail.
o) Perform remote analysis of potential problem and be able to take actions as appropriate
p) Make procedural recommendations that will enhance the Help Desk ability to perform its mission
q) Initiate, follow-up and track warranty actions
r) Be the first line of defense for security issues
s) Coordinate and assign tasks to the proper teams and special projects

t) Provide multiple program software assistance to users
u) Track and provide electronic analytical statistics on helpdesk calls
v) Support installation and configuration of non-domained systems required to support DAU mission.
w) Perform software installation at workstations where network pushes are not successful and for machines that are planned for installation at the workstation,
x) Handle other pertinent and reasonable Help Desk support capabilities in accordance with evolving industry standards

C.8.4.2 Subtask 3.2 – Hardware Installation

DAU's HDT connects and disconnects workstations.   The HDT can be tasked to move a piece of hardware with standard hand carts and in most cases weighs less than 50 lbs. The contractor shall perform the following activities for all hardware systems:

a) New workstation evaluation, recommendation, and installation
b) Workstation hardware upgrades,
c) Workstation location changes,
d) Workstation trouble call diagnostics (remove and replace),
e) New printer install and upgrade orders,
f) Other DAU owned system peripheral equipment moves, adds, and changes, and other network devices

C.8.5 Task 5 – Telecommunications Support CLINs 0005, 1005, 2005

DAU's Telecommunications office has the primary responsibility for voice communication throughout the DAU community, providing support and maintenance of end user operations. Telecommunications support for the DAU personnel is 10x5 (M-F 0630-1630 for manned services) through a variety of methods to include telephone assistance, email correspondence, direct customer contact and on-site visits. The majority of the support is provided to internal DAU customers. The contractor will participate as part of this team providing support to all DAU locations.

The telecommunications office receives calls on all forms of voice communications devices to include but not limited to, blackberry, cellular telephone, wireless & wired modems, land-line desk phones, call center applications, circuits, integrated services digital network (ISDN) for voice and video conference capabilities, primary rate interface (PRI's) for Voice over Internet Protocol (VoIP) connectivity, cabling infrastructure, and access control systems.

The contractor shall:

a) Respond to and track user inquiries about system operation.
b) Deal with system functionality requests and procedures.

c) Address software and hardware problems.
d) Apply knowledge of installation, configuration and setup of all types of telephone instruments.
e) Apply knowledge of cabling infrastructure in order to help define requirements for new/remodel projects.
f) Configure, assign wireless devices and provide training to users.
g) Manage wireless devices spreadsheet to insure billing accuracy.
h) Configure and manage VoIP communication products, provide customer training and trouble shooting of issues.
i) Meet with customers to define requirements for Voice/Data systems and their integration into the DAU communication plan.
j) Provide technical assistance with the access control system, manage user database and access levels.
k) Provide technical assistance for the physical access system, provide user training and support.
l) Handle other pertinent and reasonable Telecommunications support capabilities in accordance with evolving industry standards.

C.8.6 Task 6 – Software and Web Development Support CLINs 0006, 1006, 2006

The DAU's Web/Software Development team has primary responsibility within the DAU community to provide development, support and maintenance of end web based systems and related databases to support DAU and the Acquisition Workforce. The contractor shall provide development, upgrade and maintenance support of the DAU's Web environment. This will include Intranet and extranet development. The contractor shall support existing IT/Web security infrastructure, including but not limited to, login authentication and Secure Socket Layer (SSL) in compliance with DAU initiatives. The contractor shall post provided, approved documents within one business day of notification. Specific requirements follow.

C.8.6.1 Web application development

The contractor web team will provide development and support for the following existing systems:

C.8.6.1.1 DAU Intranet

The current DAUNet is hosted on MOSS 2007 with an SQL 2005 backend. The contractor shall support the development and maintenance required for the DAUNet to include implementation of third party applications, web parts, etc… to enhance the functionality of the system. In addition the contractor will continually evaluate the performance of the system and make recommendations where necessary to improve system availability and performance.

C.8.6.1.2 DAU Homepage

The DAU Homepage is currently being redeveloped in MOSS 2007 with a SQL 2005 backend. The contractor shall continue development and implement additional enhancements to the DAU

Homepage to include evaluating and implementing third party applications and web parts where necessary to make the user experience more enjoyable. The contractor will also collaborate with other developers to create shared web parts that can be exported for use on other systems or implement shared web parts on the DAU Homepage as directed by the DAU Webmaster or Director Information Systems.

C.8.6.1.3 DAU Search

DAU requires the contractor to maintain and operate their Google Search Appliance (DAUSEARCH) for use with internal resources. The contractor will develop search interfaces specific for searching internal DAU applications such as DAUNet, Homepage documents, etc. as well as local network file system.   The contractor will provide support in integrating the appliance to comply with DAU security policies and authentication schemes. The task order may be extended in the future to incorporate the GSA into additional systems.

C.8.6.1.4 Seminar/Conference Registration Database Task

The contractor shall support the development and maintenance required for Seminar and Conference Registration databases. The support shall include, but not be limited to, an internet interface with ability for users to register through the DAU web page, access to outside users with password protection, an administrator's application to create reports for rosters, mailing labels, letters and nametags, and ability to maintain archival information for seminars, forums, and special conferences. The contractor shall analyze, troubleshoot, code, and develop user documentation where necessary to support International seminar registration operations. All development, modifications and enhancements will be in alignment with the DAU infrastructure.

C.8.6.1.5 Interactive Catalog

The contractor will develop and support an interactive catalog system that will allow for real time updates by administrative personnel to allow for up to date catalog information to be immediately displayed to the Acquisition Workforce.

C.8.6.1.6 DAU Career Site

The contractor will develop and support the DAU Career Website that will support the posting of current jobs available at DAU. The current website is build on ASP, however DAU requires that the site be redeveloped under SharePoint to allow for ease of management by DAU HR personnel. Additionally the contractor will be required to work with the DAU PRM and HR departments on developing a process to allow individuals to submit their resume and application online thru this system or a combination of this system and one of the DAU workflow tools.

C.8.6.1.7 Student Tracking and Registration System (STARS)

The DAU Office of the Registrar is responsible for capturing and disseminating student enrollment information. This information includes student personnel information and the tracking of each student's course attendance history. Eventually this system will interface

effectively with DAU's LMS (ATLAS), the Contractor will work closely with the Atlas developers to ensure compatibility between the systems and to the greatest degree possible, to work in conjunction with other DAU-wide databases. To facilitate the integration with existing systems, the contractor shall use an ODBC compliant database platform and will employ web-based interfaces. The objective is to build an information system that automates the essential tasks required for performing basic Registrar functions, sharing of information within DAU and interfacing with external information systems such as the World Wide Web.

C.8.6.1.8 Additional systems

The contractor will develop and support other web based systems on a T&M basis as requested by the Government

C.8.6.1.9 Web based reporting and statistics

The contractor will operate and maintain a web based reporting tool (currently Webtrends) to provide statistics on current system usage such as page views, most visited sites, highest rank pages and user community statistics. The contractor will use the reports to evaluate current site usage and make recommendations to the Government on ways to improve the usability. The contractor will also provide reports to other departments as directed by the Director of Information systems. The contractor will evaluate other web based statistic tools for greater functionality and/or cost savings to the Government.

C.8.7 Task 7 – Video Service Support CLINs 0007, 1007, 2007

DAU's video service department is divided into two main functions (Production and Technical). The video service team that is manned by government, military and contractor personnel, the contractor will participate as part of this team providing support to all DAU locations as well as external customers.

C.8.7.1 Subtask 7.1 - Production Support

The primary purpose is to assist in planning, designing, development, producing, reproducing, and delivering multimedia information and products in support of the Defense Acquisition university's (DAU) Multimedia Program. The contractor will contribute to the development of immediate and long term multimedia planning, architecture, infrastructure and associated multimedia equipment. With guidance, develop, produce, edit and deliver final multimedia product to customer using Avid based editing system. With guidance, develop, produce, edit, incorporate and encode video, audio, Power Point slides, and HTML code using Microsoft Producer software. Responsible for still photography requirements to include set-up, operation, and maintaining various digital still cameras, set-up, operation, and maintaining of lighting kits; the preparation and printing of photographs using MicroSoft PhotoShop and using equipment associated with inkjet, laser, and dye-sublimation mediums.

C.8.7.2 Subtask 7.2 – Video Production

The contractor will operate a professional studio camera system, light a subject or multiple subjects for a studio production; setup and operate a studio teleprompter; act as a studio director for both live and recorded events; setup and operate a video master control switcher; setup and operate a multi-channel control board; operate a remote multi-camera control system; operate a live presentation control system with multiple inputs and outputs in support of live presentations, seminars and meetings.

C.8.7.3 Subtask 7.3 – Video Editing

The contractor will operate a video/audio encoding system; selecting appropriate encoding methods (CODEC) for desired application, quality, and compatibility; edit and create video productions using AVID based editing system; edit and create multimedia productions using Microsoft Producer, incorporating audio, video, slides and HTML code; author CE, VCD, and DVD media, including menu development, selection of format for device compatibility, basic label design, and duplication.

C.8.7.4 Subtask 7.4 – Still Photography

The contractor will operate and maintain a variety of commercial digital still cameras; take quality digital still imagery of subjects in a studio as well as live action events in a variety of lighting conditions for publications, presentations, web content, and other uses; caption image information and catalog imagery into and organizational structure; perform color correction, cropping, re-sampling, sizing, and basic image retouching using Adobe Photoshop and associated tools; prepare digital imagery for printing using inkjet, laser, and dye sublimation equipment.

C.8.7.5 Subtask 7.5 – Customer Service

The contractor will provide consultation with customers on appropriate use of media to achieve the customers' stated objective; communicates with customers throughout design, development, and execution of support to ensure outcomes meet or exceed customer expectations.

C.8.7.6 Subtask 7.6 – Technical Support

The contractor will provide Video Technical Support as outlined below:

C.8.7.6.1 – Maintenance

a) Maintain industrial grade audio/video systems and subsystems according to plans and specifications; inspect, troubleshoot, replace components, and align equipment in accordance with established industry standards.
b) Use commercial manuals to maintain audio/visual display equipment, television production, closed circuit television modulators, demodulators, and distribution systems, linear and non-linear editing systems, signal processing and distribution systems, and video teleconferencing equipment
c) Maintain associated test equipment to monitor and analyze system performance
d) Instruct personnel on the care and proper usage of studio equipment.
e) Respond to support calls and provide corrective action for all DAU locations
f) Set-up, operate and maintain portable A/V systems in support of off-site events
g) Create and maintain daily/weekly tool inventories

h) Read and interpret schematics and wiring diagrams, trace signal flow, and troubleshoot from diagrams

C.8.7.6.2 New Equipment Installations

a) Design, install, integrate and test A/V systems
b) Create install plans, schematics and wiring diagrams based on design
c) Interface with vendors/dealers to obtain quotes for appropriate equipment
d) Assemble order for appropriate equipment based on install plan
e) Assemble equipment components based on schematics and wiring diagrams
f) Install wall-mounted and ceiling-recessed electric projector screens
g) Install ceiling- and wall-mounted electric projectors
h) Determine correct throw distance for given screen size or distance
i) Install ceiling- and wall-mounted plasma and LCD monitors
j) Integrate assembled components into functioning A/V system
k) Perform operational testing and checks on entire A/V system
l) Provide customer training to meet identified requirements
m) Document setup for future records including all above information

C.8.7.6.3 Conference Support

a) Attend multiple planning meetings prior to event to identify customer requirements
b) Coordinate with maintenance and operations personnel during productions and advises them on equipment capabilities and operational setting for optimum equipment performance.
c) Set-up, test and maintain wired and wireless microphones based on requirements
d) Set-up, test and maintain multiple cameras based on requirements
e) Set-up, test and maintain audio board throughout conference based on requirements

C.8.7.6.4 Video Teleconferencing (VTC)

a) Coordinate, schedule, operate and maintain VTC equipment
b) Interface with customer to identify their requirements
c) Determine appropriate location to host VTC (based on requirements)
d) Schedule room for upcoming VTC and patch ISDN accordingly
e) Setup and coordinate dial-in numbers for single point-to-point VTC with involved parties
f) Setup and coordinate dial-in numbers for multi-point (bridge) VTC with involved parties
g) Schedule and complete VTC dial in tests prior to event
h) Perform dial-in NLT 30 minutes prior to start of event
i) Perform final test with all VTC participants
j) Operate VTC event, being to prepared to troubleshoot any loss of communications
k) Power down VTC equipment, annotating any problems incurred
l) Working knowledge of Tandberg, Polycom, and Aethra VTC codec units

C.8.7.6.5 Video Production Equipment Support

a) Maintain and calibrate a Professional Studio Camera system
b) Maintain and calibrate Studio Lighting equipment
c) Maintain and calibrate a Studio Teleprompter
d) Maintain and calibrate a Video Character Generator
e) Maintain and calibrate a Video Still Store system
f) Maintain and calibrate a Video Master Control Switcher
g) Maintain and calibrate a Multi-Channel Audio Control Board
h) Maintain and calibrate a remote multi-camera control system
i) Maintain and calibrate a Video/Audio encoding system

C.8.7.6.6 Customer Service

Interface with customers in matters pertaining to equipment checkout, requested services, support/trouble calls to achieve the customer's stated objectives

Communicate with customer throughout design, development, install, integration and testing of provided support to ensure outcomes meet customer's expectations

C.8.8 TRANSITION SERVICES CLINs 0008 and 2008

C.8.8.1 TRANSITION PLAN

The contractor shall prepare and provide an initial transition plan. Once approved, the contractor shall update the plan throughout the term of the task order. The Transition Plan shall present a methodology detailing how transition will occur from the current contractor(s) to the new contract staff at the beginning of the task order and how transition will occur to the Government or to another contractor at the end of the task order. The transition activities shall minimize both loss of support and cost. The Transition Plan shall address, at a minimum, the following areas:

Transition of Program Management Support and Other Personnel

Transition of Task Requirements in the task order

Asset Transfers [hardware, software, GFP]

Resource Requirements [personnel and budget]

Security Clearance Actions and Status

Transition Milestones and Timeline

Risk Mitigation Practices

C.8.8.2 TRANSITION-IN SERVICES

The Government is currently receiving services under an existing task order. The successful contractor shall perform transition-in services necessary to provide a smooth and efficient transition from the existing contractor without any interruption or degradation in any services.

The contractor shall provide planning and executing of the transition to the To-Be Architecture. This will involve such items as identifying elements of the To-Be Architecture; establishing project plans for migration activities; identifying resources required for migration; performing migration activities; managing migration activities; performing gap analyses on As-Is and To-Be architectures; recommending migration approaches; taking measurements of performance before- and after-migration in areas such as customer satisfaction, service availability, etc and conducting comparisons; and communicating, educating, and\or training support personnel and end users on impacts and issues related to changes resulting from transition activities. The People, Process, and Technology deliverables required by the government will play a key role in this area.

The contractor shall prepare and submit a transition plan detailing the plan, staffing, and other information necessary to seamlessly transition from the existing task order and to accomplish the above transition to the To-Be-Architecture.

C.8.8.3 TRANSITION-OUT SERVICES

The contractor shall perform all services necessary to transition the work performed under this task order to the Government or another contractor at the conclusion of this task order. The transition shall be performed without any interruption or degradation in any services. The contractor shall perform all transition-out services necessary to provide a smooth and efficient transition.

C.9 SECTION 508 COMPLIANCE

Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities. This applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology.

All electronic and information technology (EIT) procured through this task order must meet the applicable accessibility standards specified in 36CFR1194.2, unless an agency exception to this requirement exists. Any agency exceptions applicable to this task order are listed below.

The standards define Electronic and Information Technology, in part, as "any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The standards define the type of technology covered and set forth provisions that establish a minimum level of accessibility. The application section of the standards (1194.2) outlines the scope and coverage of the standards. The standards cover the full range of electronic and information technologies in the Federal sector, including those used for communication, duplication, computing, storage, presentation, control, transport and production.

This includes computers, software, networks, peripherals and other types of electronic office equipment.

Applicable Standards, which apply to this acquisition

Section 1194.21: Software Applications and Operating Systems _____X_____.

Section 1194.22: Web-based Internet Information and Applications __X_____.

Section 1194.23: Telecommunications Products _____.

Section 1194.25: Self-Contained, Closed Products _____.

Section 1194.26: Desktop and Portable Computers _____.

Section 1194.31: Functional Performance Criteria _____X_____.

Agency Exceptions, which apply to this acquisition

National Security System __N/A_____.

Acquired by a contractor incidental to a contract ___N/A_____.

Located in spaces frequented only by a service personnel for maintenance, repair or

Occasional monitoring of equipment _____N/A_____.

Would impose and undue burden on the agency __ N/A_____.